



# How to outsource your contingent recruitment

Toolkit

Everything you need to know if you're considering outsourcing your contingent recruitment.

By Rullion

[www.rullion.co.uk](http://www.rullion.co.uk)

# Introduction to the toolkit

## So, you're thinking about outsourcing your recruitment?

There are huge benefits when outsourcing your recruitment, from cost savings and efficiencies, to greater transparency throughout the hiring process, access to the latest recruitment technologies, reduction of risk and increased awareness of your brand through an enhanced candidate experience.

However, getting started with the process can be overwhelming. There are a myriad of factors that need to be taken into account and crucial decisions to be made about the type of recruitment partnership which will benefit your organisation the most.

With this in mind, we've developed a toolkit to guide you through the process step-by-step, providing a framework to help you move forward from your initial idea all the way to implementation and beyond.

Throughout this document, we refer to all temporary workers, contractors, agency supplied workers and non-permanent workers as contingent workers.

## Our toolkit includes information and guides to:

- Selecting a Recruitment Model
- Building your Business Case
- Creating a Complete Request for Proposal (RFP)
- Implementation Strategy
- Creating an Implementation Team
- Measuring Success

Whatever decision you eventually make, one factor remains the same, **partnerships are powerful**. By working with a recruitment partner with extensive experience and an excellent track record, you'll maintain your reputation as an employer of choice as well as the opportunity to cut costs and save time.

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# Signs you might need to outsource your recruitment

Outsourcing your recruitment can seem like a drastic solution to reducing some of your recruitment costs. However, working with a recruitment partner can do much more than that.

From reducing inefficiencies, keeping you on top of the latest changes in technology and regulations, and supporting your employer brand with best practice candidate experience.

Below we outline the signs that indicate you may need to consider outsourcing your recruitment.

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If you can relate to any of these issues, then you may need to consider outsourcing your recruitment:

01

### Lack of visibility and control

- ✓ Are all your contingent workers identified, categorised and tracked correctly?
- ✓ Do you automate the approval, hire and timesheet process of your contingent workers?
- ✓ Is all your pay and bill information fully visible and coded?
- ✓ Do you review your contingent workers at extension stage to identify if the role should be contingent or permanent?
- ✓ Are all your contingent workers aligned to a rate card?

02

### Increased level of risk

- ✓ Is your screening, referencing and onboarding process managed compliantly?
- ✓ Do you have contractual adherence for all contingent workers?
- ✓ Do you have a best in class screening and onboarding process, ensuring speed, excellent candidate experience and quality of service throughout?

03

### Lack of cost savings

- ✓ Do you know which areas you could be reducing costs?
- ✓ Do you currently consolidate your billing to one single invoice?
- ✓ Are all your contingent workers categorised and a volume discount applied across your recruitment partners?

04

### Out of date technology

- ✓ Do you have a VMS or ATS in place?
- ✓ Are all your contingent workers managed through your technology solution?
- ✓ How effective is your technology automation?
- ✓ Can you report on your KPIs and SLAs through your technology?

05

### Poor Hiring Manager and candidate experience

- ✓ Are the Hiring Managers across your business aware and engaged with your current recruitment partner, or internal recruitment teams?
- ✓ Do you survey your candidates, contingent workers and Hiring Managers to assess their satisfaction with your service?
- ✓ Do you have a diversity and inclusion programme in place across the business?
- ✓ Are your Hiring Managers, candidates and contingent workers actively promoting your recruitment service?

06

### Insufficient supplier management

- ✓ Are all your suppliers managed and aligned to the same rates and terms?
- ✓ Do you currently have strategic partnerships across all your disciplines?
- ✓ Do your current suppliers support you in the delivery of niche areas of recruitment and help drive your diversity and inclusion agenda?
- ✓ Do you measure the success of your suppliers?

# Recruitment models: pros and cons

So, you've done your research and identified some solid benefits for your organisation. But how exactly should a recruitment partnership work?

Ultimately, the model you decide to implement will need to be the best solution for your requirements, both now and in the medium term, taking into account expansion plans, hard-to-fill positions, economic conditions and more.

The more feedback you have from relevant stakeholders, the more likely you will make an informed decision. So, talk to potential recruitment partners, your suppliers and the key stakeholders in your own organisation to get a wider picture of what may work for you.

Below we outline some standard recruitment models, so you're armed with the knowledge you need to select the right model for your organisation.

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# Master Vendor

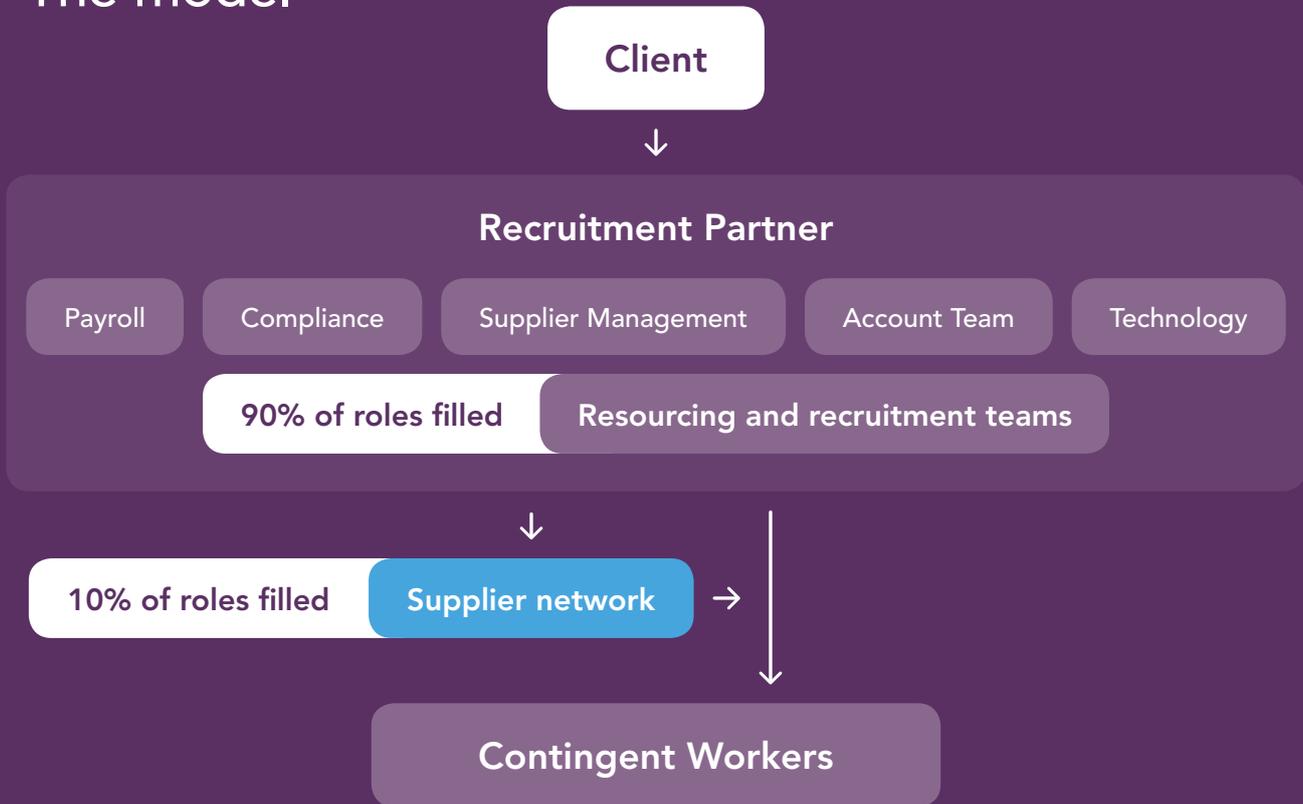
The recruitment partner will fill at least **90%** of all requirements.

In a situation where you have a high concentration of one type of contingent worker, for example, a large proportion of IT contingent workers, your recruitment partner will work to fill 90-98% of all roles directly.

- The Master Vendor has a lead time on all recruitment with an expectation that most of these roles will be filled directly by the Master Vendor.
- Any positions unable to be filled by the Master Vendor are released to a second tier of suppliers, managed by the Master Vendor.
- The Master Vendor is also responsible for additional services, which can include inductions, bespoke invoicing arrangements, contractor care and compliance.
- Recruitment technology can be incorporated as part of the service.



## The model



### Pros

A single point of contact for all recruitment requirements, one contractual agreement and a single invoice streamlines the process and increase transparency.

Significant cost reductions are common with this model via improved agency fees, control over pay rates, quality of candidate shortlist, and improved invoicing processes.

Reduced 'time to hire' and improved quality of candidate owing to the dedicated account team and improved Hiring Manager experience.

### Cons

High quality second tier suppliers may not be motivated due to limited volumes/opportunities.

Other disciplines outside of the Master Vendor are often filled on an ad-hoc basis by multiple suppliers who may not abide by the standards or commercial requirements of the programme.

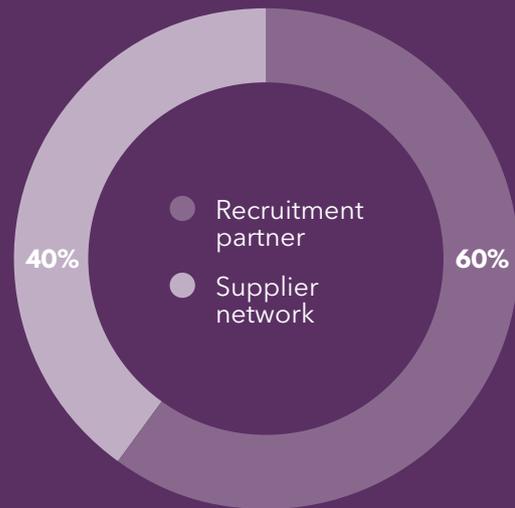
The Master Vendor status may lead to complacency if KPIs are not regularly measured, monitored and reviewed.

# Managed Service Provider (MSP)

## Hybrid

The recruitment partner will aim to fill at least **60%** of all requirements.

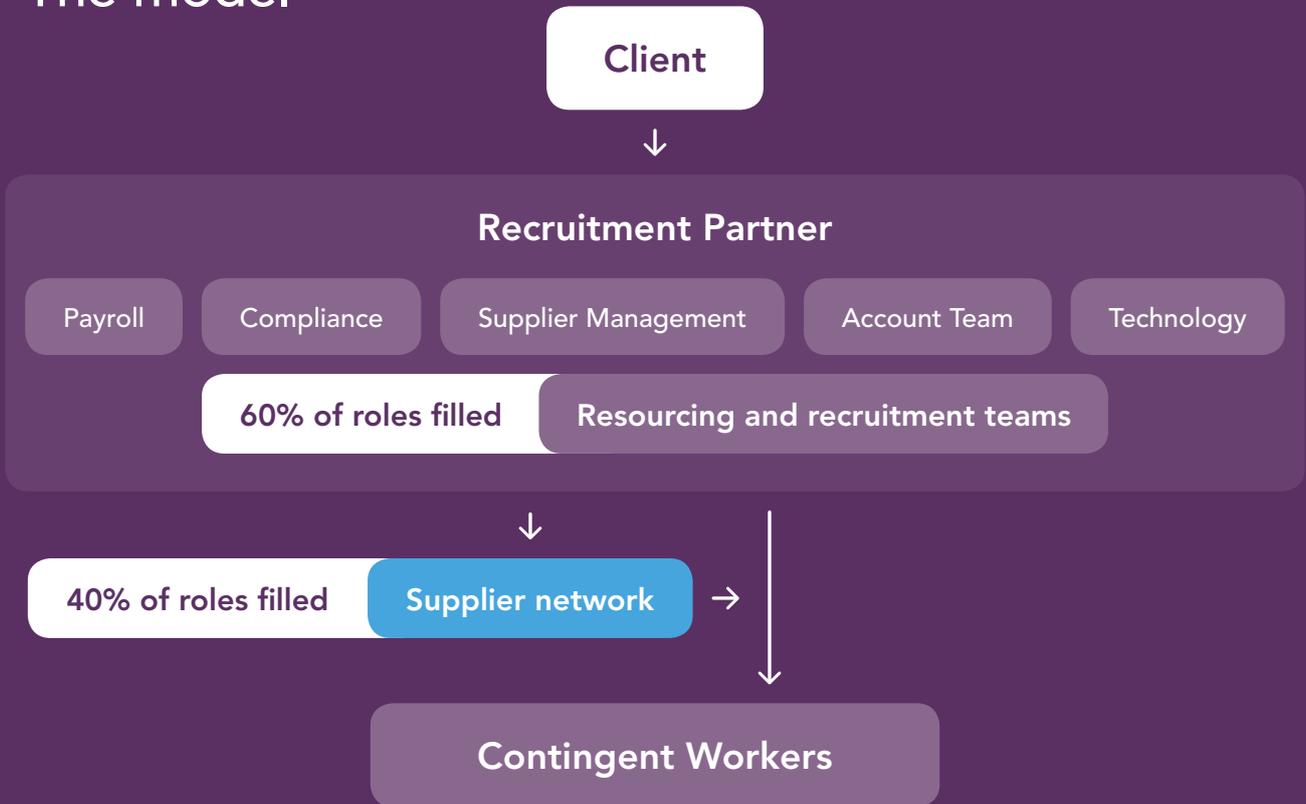
A Managed Service Provider is ideal when your organisation has a large number of contingent workers across multiple disciplines. Whilst aiming to fulfil 60% of roles directly, a recruitment partner will use a strategic network of preferred suppliers to support their additional recruitment needs.



[Download Case Study >](#)

- The best partnerships involve on-site co-ordination, control and reporting on all recruitment activity on your behalf.
- These partnerships include full management of all contingent recruitment requirements.
- Technology and tailored solutions can be incorporated part of this offering.

## The model



### Pros

The recruitment partner is responsible and accountable for 100% fulfilment of all requirements to agreed quality and timescales, and finds the best candidate for the job, regardless of the source.

This partnership results in significant cost reductions via improved agency fees, control over pay rates, quality of candidate shortlist and improved invoicing processes.

An on-site team will integrate into your business, resulting in improved quality of candidates that fit your organisation's culture.

### Cons

The recruitment partner may not engage appropriately or fairly with its supply partners, given an inherent desire to fill the maximum number of roles themselves.

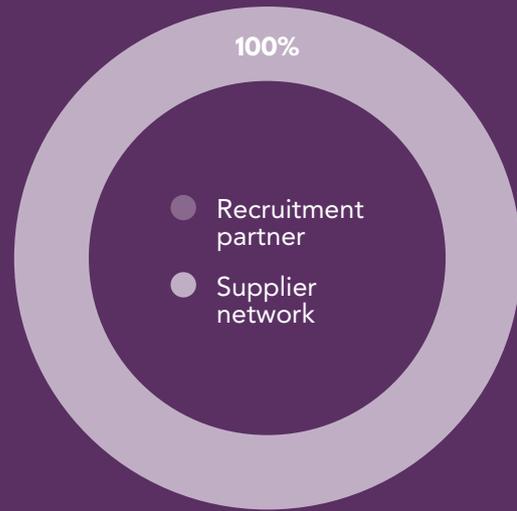
The Managed Service Partnership may lead to complacency if KPIs are not regularly measured, monitored and reviewed.

# Neutral Vendor

The recruitment partner will manage a network of suppliers who will fill **100%** of all requirements.

Requirements are not filled by the recruitment partner directly, but by a large network of preferred suppliers, managed by the recruitment partner. If the recruitment partner is part of a larger staffing group, you can also request those brands cannot supply workers, making the programme, by definition, strictly neutral.

- This partnership can involve on-site co-ordination, control and reporting on all recruitment activity on your behalf.
- Recruitment technology and automated processes are essential to neutral vendor partnerships.
- This model often relates three different recruitment needs:
  1. Significant volume of a wide variety of roles
  2. A geographically diverse talent pool
  3. A quick turnaround of short term assignments



## The model



### Pros

The recruitment partner is acting solely with the intention of finding the best candidate, regardless of the source.

As the recruitment partner doesn't have a supply capability of its own in this agreement, the neutral vendor manages your supply chain impartially.

There's a significant reduction in overall recruitment costs through streamlined processes and rationalised agency fees.

### Cons

This model is often criticised for not cultivating warm relations with agency suppliers, leading to a disengaged supply chain which ultimately impacts the quality of service to you.

Representing and safeguarding your brand in the candidate marketplace is not controlled by the recruitment partner, risking your brand image.

# A guide to building your business case: Stage One

Once you've decided that outsourcing your recruitment is the right step for your organisation, you need to develop your business case.

Below is a step by step guide highlighting the areas you should cover when completing your business case.

[Skip to the next section >](#)

# Stick to these simple steps...

## Executive Summary

This is a one pager that will summarise your business case, including key highlights and benefits, as well as any key figures to support your case.

## Organisation Overview

Describe here your organisation's goals and business drivers for the next 12-24 months, including key objectives that would be supported by outsourcing your recruitment.

## Problem and Goal Statements

Highlight current issues in a concise and data-driven problem statement. This should include the impact of the problems on finance, brand and resource over a specific time period.

The goal statement should highlight the proposed improvements, how long it will take to put these in place, and the projected financial benefits.

## ROI Drivers

Identifying the ROI drivers highlights areas that can be improved on to build a more successful financial return. Identifying the weaknesses and strengths of your current recruitment process will help you to pinpoint key ROI drivers. These could include time to hire, risk and compliance, visibility and control, costs, and candidate experience.

## Macro Analysis

A macro analysis lists key factors in the industry that could impact or influence your business plan, for example, the impact of Brexit on the recruitment industry, the impact of IR35, the ongoing skills shortage in specific sectors, the state of the employment market in the UK and the increase in retirement age.

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## Situation Analysis

This area is your opportunity to outline your current recruitment process and delivery. Data is really important in this section to identify aspects such as:

- Time to hire
- Cost of recruitment
- Fulfilment rate
- Diversity and inclusion
- Attrition rate

As well as using data from your current recruitment technology, speak to key stakeholders in your recruitment team and identify their concerns over the existing process.

## Project Scope

This area describes what the project will deliver, outlining the main objectives and activities that will take place to complete the objectives.

## Project Benefits

What are the core benefits of outsourcing your recruitment? Cost savings?  
Greater transparency in relation to management of your contractor workforce?  
A more rewarding candidate experience?

## Project Stakeholders and Executive Buy-In

It's important that stakeholder expectations are met throughout the process of choosing a recruitment partner, as well as during the transition and implementation periods. List all project stakeholders, their expectations, and what they're expected to do as part of this project.

## Summary of Desired State

Write an overview covering all the desired outcomes of choosing a recruitment partner. This will further clarify what your organisation is hoping to achieve, and give your recruitment partner more insight into your expectations.

Continues on next page 

## Strengths/Dependencies/Constraints

List the strengths of your existing set-up that will help make this project successful; these could cover anything from infrastructure to resources, training, and any other related projects currently in place. Dependencies on other projects should also be listed here, as well as any constraints that could cause delays in implementation.

## Risk

Managing risk is clearly an important part of any project plan. Outline the main business, strategic, operational and project risks, including any contingency plans to mitigate them.

## Critical Success Factors

Define the key criteria that will make this project a success. Use key metrics to clearly identify benchmarks for success.

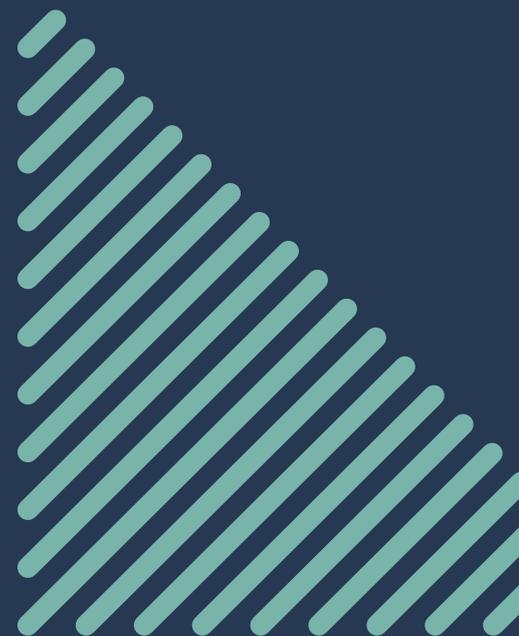
## Financial Analysis

Outline all costs involved with the project and the expected benefits.

## Building a business case

“The business case is a vital tool to highlight the benefits of partnering with a sole recruitment supplier, and an important opportunity to gain buy in from senior stakeholders in your organisation.”

*Melissa Harrison,  
Talent Solutions Director,  
Rullion*



# A guide to building your business case: Stage Two

Once you have compiled key information for your business case, it's important to gain a deeper understanding of your current situation, to help identify the benefits of forging a new recruitment partnership.

Gathering data on your current suppliers and contractors is the starting point. By gathering specific information, you'll be able to identify the pain points in your current process. Who exactly are your current contingent workers, what are their rates, and are the rates consistent? Are you compliant? How many suppliers are you currently using?

Once you have precise data, you can use it to enhance your business case.

Below you'll find a template to help you start gathering this data and answering these questions.

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# Contingent Workers Data Capture Template

In this template, you'll find sections for all the information you need to capture to complete a full audit of your current contingent workers. This includes:

- Contingent worker name
- Job title
- Agency name
- Original start date
- Current assignment start date
- Department
- Location
- Line manager
- Contractual status (PAYE, Ltd, Umb.)
- Pay rate (to worker)
- Pay unit (hourly/daily)
- Employers NI (£)
- Holiday pay (£)
- Pension auto-enrolment (£)
- Apprenticeship levy (£)
- Agency mark-up (£)
- Charge rate



Click here to  
download the  
template

Find out how Rullion can help you complete an audit of your current contingent workers with *xplor*.

[Find out more >](#)

# Creating a Complete RFP

Once your business case is agreed, it's time to start the process to find your new recruitment partner. A key element is the request for proposal (RFP).

Asking the right questions in this process is key to gathering all the information you need from a supplier.

Below are the ideal questions to ask.

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# General and Competitive Advantage

Q Please outline your company's core values, as well as your mission and vision.

---

Q Describe the process improvements and realisation of benefits you have achieved with a similarly complex client.

---

Q Provide an example of an actual recruitment process map you have, including control points and accountable owners, with any of your clients.

---

Q Describe how you will ensure adherence to Agency Worker Regulations and any other applicable legislation.

---

Q Please provide details of three references (who we may contact) that demonstrate your experience of delivering the service of a similar scale, nature and timescales.

---

Q Give an example of a client contract that you currently run, outlining evidence of performance, cost control, governance and compliance with both internal and external legislative requirements.

---

Q What is your approach to Diversity and Inclusion?

Q Please describe areas where, in your experience, the client can expect to make additional savings including cost, service or process efficiencies should you be appointed as the recruitment partner and when they would be realised. Detail the added value offerings that are part of your proposal.

---

Q Please provide details of how you review and keep up-to-date with industry best practice.

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Q Please detail any upcoming issues, such as new legislation or tax law changes, that you consider important in relation to the scope of services of this RFP.

---

Q How do you plan to keep abreast of regulatory updates/industry trends and announcements which affect the UK contingent worker labour market? How is this information translated into service modification?

---

Q What capabilities differentiate your ability to deliver an unrivalled service?

---

Q Are any of your core operations outsourced? If yes, please give details.

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Q Provide your view on the potential impact of the Government changes to IR35 on the contingent worker market, including what actions you anticipate taking to mitigate the impact.

Q Please outline how you work with clients on added value activity, for example, employer brand, advertising solutions etc.

---

Q How do you manage the rate card to ensure contracts are appointed on competitive day rates?

---

Q Please provide details of initiatives you have driven to take clients contract maturity to the next level of efficiency.

---

Q What is your continuous improvement methodology? Please provide an example where you have implemented, or are in the process of implementing, continuous improvement of a task.

---

Q Please list potential cost savings you can offer.

---

Q Please outline how you propose a consolidated invoice process and outline the proposed timescales.

---

Q Based on your experience, please propose other ways of achieving invoice efficiencies.

---

Q Describe the medium in which the invoice and supporting information will be produced.

Q The partnership should provide a consolidated spreadsheet at the end of the billing period which lists the relevant key information and proposed invoice amount – please outline how this will be delivered.

---

Q Please outline how you will manage the pension auto enrolment process and the mechanism for managing any subsequent changes in rate.

---

Q Please outline how you will manage the Agency Worker Regulation process and the mechanism for managing any subsequent changes in rate.

# Technology and Data Management

Q Please provide a full specification of your e-recruitment system.

---

Q If the e-recruitment application is to be offered as a cloud/hosted service, can you describe how data will be segregated and managed?

---

Q Please confirm the IT solution proposed with a brief outline on how this would support the delivery model.

---

Q Describe how client staff will access the e-recruitment system.

---

Q Please provide samples of the Management Information that can be accessed via the e-recruitment system.

---

Q How does your e-recruitment solution manage and support compliance e.g. DBS check, Right to Work, etc?

---

Q Please provide examples of what type of Management Information reports you can deliver at short notice and on a regular basis.

---

Q Please provide information on the systems and technology your company will use to support the provision of contingent workers through a defined supply chain.

Q Please describe the process a hiring manager would go through from initial contingent worker requirement to approval and processing of timesheets.

---

Q What help desk services do you provide and what are the hours of help desk support?

---

Q How do you ensure the e-recruitment system evolves to meet the changing needs of our business, market conditions and legislative requirements?

---

Q How will your e-timesheet solution be configured to accommodate multiple time recording formats? For example, hourly, start/end time, daily, professional working day, allowances, shift patterns, overtime, etc.

---

Q Can your e-recruitment solution be configured to accommodate different recruitment processes? If so, please provide two case studies of where you have provided this to customers.

---

Q Provide examples of your reporting cycle capability, including on demand, weekly, monthly, quarterly, annually.

---

Q Describe how reporting will inform tactical and strategic decision making, including resource planning.

# Supplier Performance and Management

Q Describe what approach or tools would be used to measure and manage supplier's performance.

---

Q From your experience, what are the most relevant KPIs you believe will help us collaboratively manage supplier performance?

---

Q Please advise of your organisation's previous experiences in engaging and managing suppliers.

---

Q How will you ensure supply partners provide services to the mandatory required service levels?

---

Q Please explain how supply partners will be managed to ensure a seamless service is provided and how risks will be controlled.

Q How would you assist in evolving the optimal agency supply chain? Please demonstrate where a similar approach has been implemented.

---

Q How would you propose engagement with the defined agencies is managed?

---

Q How would you ensure an agency's long-term commitment to the client?

---

Q Describe your process for tracking and measuring an agency's performance for submitting and placing quality candidates, including your process for communicating feedback to agencies.

*"Rullion believes strongly in building a collaborative relationship with suppliers and has a keen understanding of how to get the best out of them."*

Shared Services Manager  
Neutral Vendor Partner

# Account Management and Continuous Improvement

Q Please explain how you would ensure continuous improvement and innovation. Provide examples of where you have provided benefits to customers in this context.

---

Q Please outline your typical account management structure for contracts of a similar scale, value and nature.

---

Q Please include your approach to building and maintaining working relationships with Hiring Managers at all levels.

---

Q Describe your relationship management approach to supporting Hiring Managers to recruit.

---

Q Describe the account management team organisational structure that will be implemented.

---

Q Describe what approach or tools would be used to measure and manage operational performance.

---

Q Describe the corrective actions taken and timeline to resolve a performance issue identified by either yourselves, or the client.

---

Q Please provide the name of the person and a supporting role profile (including their credentials) who will be your main Account Manager should your company be appointed the recruitment partner.

Q Using a real time example, describe how you have demonstrated flexibility in supplying resources to a client, in locations where you were perhaps not physically present. What sourcing channels did you use and how did you attract applicants to less likely locations of work?

---

Q Provide an example of an actual recruitment process map you have, including control points and accountable owners, with any of your clients.

---

Q Describe how you will propose to co-ordinate recruitment between all locations and branches.

---

Q Please outline how your company deals with instances when resources cannot be found in a timely fashion and how it proactively works to limit these instances to a bare minimum.

---

Q Describe the ongoing assessment you use to monitor the performance of contingent workers.

---

Q Describe how you will manage leave and sickness for contingent workers, and how you would ensure that the client is kept informed.

# Performance Metrics and Monitoring

Q Provide an outline SLA that you feel should be added to support the provision for the service described within this document.

---

Q Provide details of your proposed approach for measuring customer satisfaction.

---

Q Please provide a list of established key performance indicators (KPI) currently being used to measure performance, along with examples of current performance levels.

---

Q Demonstrate how you proactively ensure service levels are met/exceeded.

Q Provide an overview of how you would propose to define, measure and report the savings delivered.

---

Q Provide an overview of your proposed SLA structure with key metrics and your proposal regarding service remediation in the event of sub-optimal performance against defined metrics.

---

Q Describe how you ensure each candidate has an excellent experience via all sourcing methods.

*“The standard of support provided both on-site and off-site is of a high standard and is continually improving. Rullion has been prepared to offer services above and beyond their contractual obligations.”*

Contracts Manager  
MSP Partner

# Implementation

- During the implementation phase, what approach would you take regarding the investigation of current processes in order to establish improvements?

---
- Please attach a project plan for implementation and mobilisation including milestones, timescales, risks and resources.

---
- Please provide a project plan outlining how you will achieve the successful delivery of the enduring operating model.

---
- Please provide details of the project methodology your company will use to support implementation of the new work arrangements and the transition of contingent workers.

---
- Describe the process and associated time scales of how you intend to take over the responsibility of providing new contingent workers to the client as the Managed Service Provider, and how you intend to minimise disruption to the client's day-to-day business operations.

---
- Demonstrate your approach to managing change in contingent worker process/policy, both during implementation and ongoing, to ensure full utilisation/maximum value add.

---
- Describe your implementation and supporting project management methodology. What are the typical implementation challenges and how do you overcome them?



# Implementation Strategy

A well-executed and effective implementation plan is key to building a partnership with confidence. We've implemented many recruitment solutions over our 40 year history and have the expertise to ensure you achieve more through your recruitment process, from saving time and money, to enhancing your candidate experience. We understand the trepidation you may feel when implementing a solution.

To ensure a successful implementation, a good recruitment partner will create a detailed Implementation Project Plan. A typical implementation will take approximately 13 weeks to go live. We recommend creating a collaborative Implementation Team who are responsible for managing all aspects of the process up until a month beyond the live date to ensure a successful implementation.

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There are six key elements your recruitment partner should consider during implementation, that must be included in the implementation plan:

01

### Communication

Effective communication throughout the project is key. This ensures Hiring Managers are kept informed at all stages and establishes a platform to build strong working relationships. Clear communication is also essential to keep the supply chain and workers fully informed. Setting clear communication expectations and deadlines at the beginning of the implementation project is an important step to sustain adequate visibility and control throughout your hiring processes.

02

### Understanding the business and recruitment process

Each area of your organisation has its own hiring needs and expectations. Therefore, it's important your new recruitment partner understands each area fully. A key part of the implementation process is to meet the relevant staff for each area in order to develop documents outlining needs and requirements, and to brief suppliers accordingly, to ensure there's no disruption to day-to-day business operations.

03

### Invoicing

Although invoicing takes place after implementation, it's important to plan ahead to make certain consolidated invoices are provided in the correct format with the right information. Your recruitment partner should work with you to capture these details.

04

### Agency worker regulations

Ensuring you have all the tools and technology in place to adhere to all relevant agency worker regulations is vital and should be addressed in the implementation process. As regulations are updated, an experienced recruitment partner will bolster your organisation's compliance and guide you through any changes.

05

### Supply chain

Ensuring effective engagement with the incumbent supply chain to secure comprehensive supply capability from commencement of the contract is crucial to maintaining business as usual. A newly appointed supply chain manager will engage with the supply chain in order to agree contractual terms, define the recruitment process moving forward, provide access to your e-recruitment tool and agree the metrics which will be used to measure performance. Your new recruitment partner should meet face-to-face with each and every supplier and provide each supplier with a named contact who will respond to any queries during the implementation process.

06

### Contingent worker migration

In some cases, contingent worker migration may take place. In this situation, a contingent worker transition team should be set up and available on-site at all times once your recruitment partner is appointed. At Rullion, we meet with every contingent worker personally during this process, in order to answer any questions and to provide reassurance.

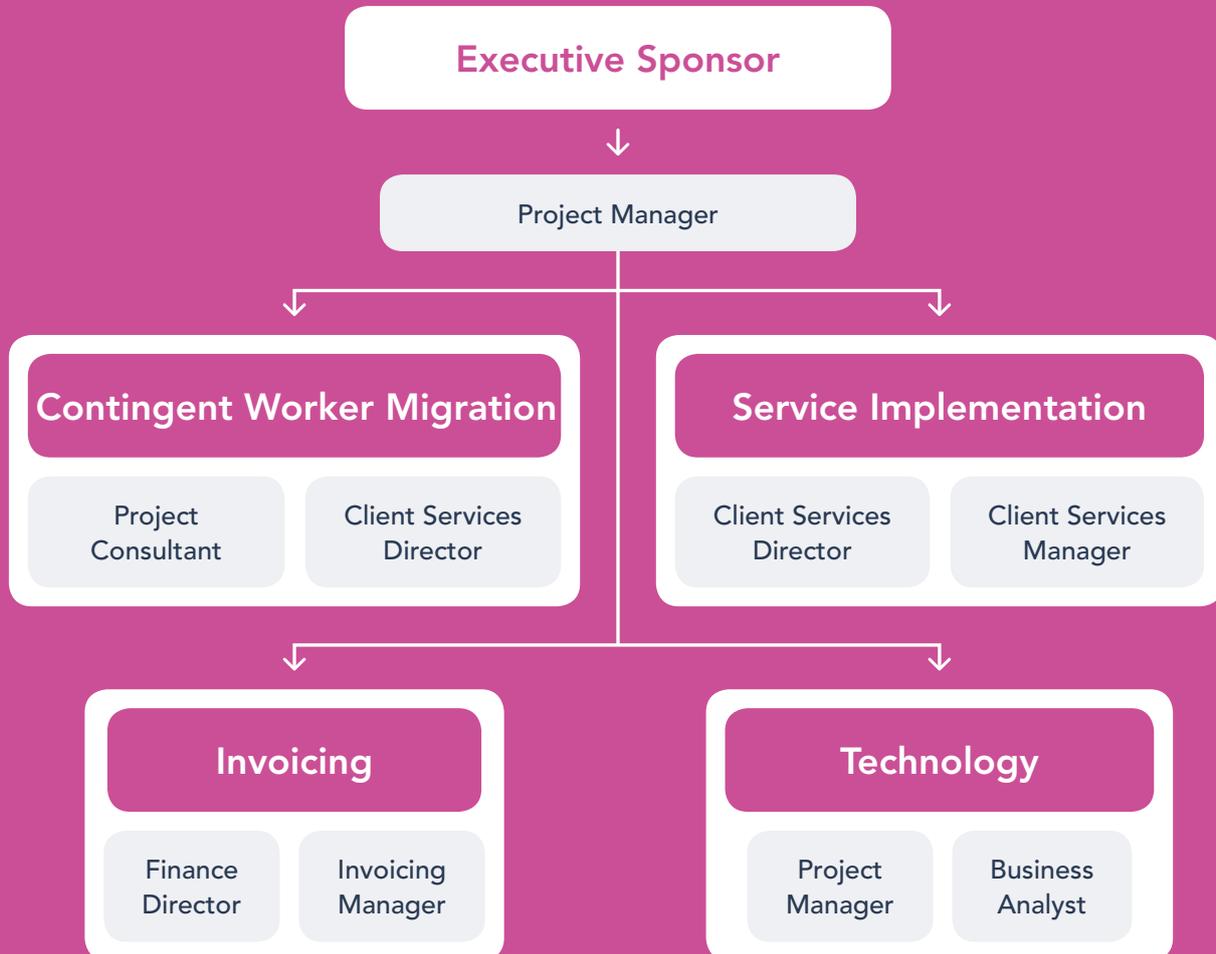
# Setting up an Implementation Team

Once you have identified the key workstreams, your recruitment partner should set up an experienced and capable implementation team. A summary of the key roles required is below, with an example of the team set up:

<b>Executive Sponsor</b>	Will oversee the successful transition of the agreement. They will provide strategic management to the individual work teams and report progress to stakeholders.
<b>Project Manager</b>	Will oversee the day-to-day coordination of implementation activity, providing weekly project status updates, managing the actions log and risk register, and ensuring the agreed project plan is adhered to.
<b>Contingent Worker Migration Team</b>	Will oversee the migration of the incumbent workers, including effective communication throughout the process, meeting on a one-to-one basis with workers, gathering the required documentation, and preparing and distributing contracts.
<b>Project Consultant</b>	Will manage the transition to the new service delivery arrangements which cover all contingent workers on-site. The team will manage the introduction of the new arrangements for fulfilling worker roles, build Hiring Manager relationships and introduce the innovations for the new agreement.
<b>Finance Manager</b>	Will ensure an agreed format for consolidating invoices, incorporating a detailed data breakdown of each invoice in compliance with all your procedures.
<b>Technology Manager</b>	Will manage the development of the chosen e-recruitment system, incorporating the requirements of the agreement.



The below shows how these roles work together:



*"I would like to thank Rullion for their outstanding support to enable a timely and efficient implementation. This has been an extensive project and the complexity of our requirements has been met with considerable technical skill, adaptability, and patience."*

HR Manager  
MSP Partner

# Implementation Timeline

Below you'll find an example of the timeline and processes in place for the implementation of a new outsourced recruitment solution.



# How we measure success: SLAs and KPIs

You should know in advance of implementing your recruitment solution how exactly you will measure success and agree these parameters with your recruitment partner.

Once you have a recruitment solution in place, your recruitment partner should set up a monthly and quarterly review session to monitor and measure any agreed SLAs and KPIs through a continuous improvement plan.

An SLA is formally agreed between both partners prior to commencing the service delivery, to define expectations and responsibilities within the partnership.

KPIs measure the recruitment partners performance to meet the agreed SLAs.

You should identify any SLAs and KPIs prior to commencing the partnership.

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Below are SLAs that you should consider:

- |  |   |
|--|---|
| <p>01 <b>Source of hire</b><br/>What is the direct fulfilment rate?</p> <p>02 <b>Candidate feedback</b><br/>How is this measured?</p> <p>03 <b>Monthly, quarterly, annual reviews</b><br/>How often will review meetings take place?</p> <p>04 <b>Technology</b><br/>How well is the technology meeting the requirements of the users?</p> | <p>05 <b>CV shortlist</b><br/>How many CVs will be shortlisted for each role? Does this vary for each role?</p> <p>06 <b>Cost savings</b><br/>Against benchmark savings</p> <p>07 <b>Number of workers hired</b><br/>Within or below rate card</p> <p>08 <b>Diversity reporting</b></p> |
|--|---|

Below is an example of KPIs you can set to meet the agreed SLAs:

## Recruitment Metrics

	KPI	Measurement
1	Optimise CV to placement ratio and effective monitoring of time to fill and hire	CV to placement ratio of 3:1 12 days from job release to offer acceptance
2	Conduct Hiring Manager and contingent worker satisfaction surveys on a quarterly basis. Tabulate both positive and negative feedback using Net Promotor Scores (NPS). Take steps to address issues generated by negative feedback	30% of Hiring Managers and contingent workers return and complete survey. Surveys to have NPS of 25 or above for recruitment partner's performance
3	Attrition levels of new recruits	Less than 10% of contingent workers to leave site for poor performance within first three months.

## Internal Recruitment Management Metrics

	KPI	Measurement
1	Provide sufficient recruitment lead time to ensure that candidates can be sourced by due start date	Request to hire approved and released to supplier 15 days prior to start date
2	Hiring Manager to provide feedback on candidates submitted within agreed timescale	Feedback provided within two working days of candidate submission
3	Hiring Manager to provide feedback on candidates interviewed within agreed timescale	Feedback provided within one working day of candidate interviewed
4	Where interview is required the process should take place within a reasonable timescale	Interview to be scheduled within five working days of request

## E-recruitment System Metrics

	KPI	Measurement
1	Fully manned support available during business hours	Helpdesk available 08:00 – 18:00 Mon - Fri
2	System maintenance planned and effectively communicated	Minimum three working days' notice for scheduled maintenance
3	All email queries to support desk responded to in agreed timescale	Response provided in 30 minutes during business hours

# Rullion Case Study

## Seamless Contingent Worker Migration

Following a competitive tender process, our challenge was to implement our contract within 12 weeks of award.

We managed the migration of over 700 contingent workers with our dedicated on-site team providing reassurance, meeting all contingent workers face-to-face and answering any questions.

We replaced the aged recruitment technology with our bespoke platform, myRecruiter. The system was designed and configured to meet our partner's specific needs, managing all aspects of recruitment, contract management and e-timesheets, which for the first time, provided complete visibility and control across all recruitment activity and expenditure.

The implementation of myRecruiter greatly reduced the time Hiring Managers previously spent on the recruitment process, with our local teams on-hand to provide one-to-one myRecruiter training and support.

The contract migration programme was successfully completed on time, with all incumbent agency workers transitioned without an issue.

“

*myRecruiter has been in place since 2014.*

*It was developed to our specification and the knowledge of the Rullion team has been invaluable in allowing the seamless process of recruiting, extending contracts and carrying out annual rate increases. Overall, having the use of myRecruiter has helped to manage a transition over 700 contract workers and the recruitment and maintenance of further workers simple, effective and exceeding expectations.*

”

Recruitment Manager  
Leading UK Energy Supplier

[Read More Case Studies >](#)



# About Rullion

We exist to unlock the potential in all of us, by creating products, services and experiences that help make the world of work more fun and fulfilling.

We're committed to evolving with our clients, priding ourselves on being the trusted partner of some of the UK's best-known brands.

## Managed Solutions

100% retention of our clients with an "excellent" NPS rating

## Staffing Solutions

Average tenure of our 175 recruitment professionals is six years

## Talent Consultancy

Multi-award winning innovative talent solution service

## myRecruiter

Flexible recruitment technology

For more information about Rullion and our outsourcing solutions, get in touch:

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